Northwell Health's journey to be the Best Place to Work



2018

Celebration of us

- ✓ Team Member Rally/Celebration "The Story of Us"
- ✓ President's award expanded
- ✓ Wellness Walk to Dublin



Ideas at Northwell launched (innovation by all)



Manager and above **Talent Assessments** conducted



Physician created Truly Awards launched





Culture alignment

- Made for this and refreshed values deployed
- ✓ First Innovation Challenge held
- Leadership Rally You are Made for This



- - Succession Planning Program deployed
 - ✓ Recognition platform launched



- ✓ Northwell Health brand launched
- ✓ Talent Assessment Program established organization wide

Leadership diagnostics

- ✓ Performance Review redesign
- Talent Assessment Pilot expanded
- ✓ Implemented hyper focus leaders of multi-year low engaged work units



3 hocus areas

- 1 Recognition
- 2 Communication
- 3 Involvement in decision-making

Leadership accountability and behaviors

- ✓ Established quarterly Operations People **Strategy Sessions**
- ✓ 180 degree Leadership Assessments deployed
- New Competency Model launched



Leadership insights

- ✓ First Leadership Rally held
 - Revised Leadership Development and Orientation Program launched
 - ✓ Culture of Care launched





Making

the greatest

improvement to

Team Member

txperience

in 2020

Best Place to Work

2019 Workforce Engagement Survey results 51,670 of our team members told us...

We are more **engaged** than...

2014: 45%

2016: 68%

2017:85%

2018: 82%

2019: 74%

...of other U.S. healthcare organizations in comparison to Press Ganey's national healthcare database.

88%-0-

of team members feel comfortable raising concerns regarding patient safety.

are proud of where they work.

of our people think the organization provides career development opportunities.

81%

feel their managers care about their well-being.



Our physicians are at the



as compared to Press Ganey's national database. 887° M

of physicians feel there is teamwork across clinical team members.



Where we need to push the boundaries in 2020



Some team members are feeling either stress or burnout. We need to provide ongoing support and remove organizational barriers that impact well-being.



Drive an inclusive culture by addressing the needs of all team members at different stages of their career journey.



2019 in numbers



shifts were

self-scheduled







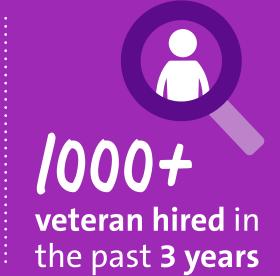
1.314 hours of temp staffing through Flexstaff

350

to full-time roles

High School Students participated in the Flexstaff transfered **Spark Challenge**













increase above 2018

Managers and Above assessed during the talent assessment process



spent on tuition

hours of education through CLI





walked to Rome



spend in fringe benefits



pay checks issued



myRecognition points issued



